



Dear Valued Provider,

We are excited to share with you a new **Online Affiliate** feature that allows you to upload claim related documents.

Online Affiliate is Kaiser Permanente's EPIC-based online tool that allows you to check claims status, verify member eligibility & benefits and view referrals and authorizations.

It is important for you to select the correct option when submitting documents, appeals or disputing a claim.

This new functionality will allow you to *take action* on a claim:

- *File a Dispute* (appealing/disputing claim decisions). **Select this option if you are requesting reconsideration of payment.**
- *Respond to a Request for Information (RFI)* by allowing the upload of Kaiser requested documents. **Select this option if you have received a letter or EOP denial for additional information.**
- *Submit Supporting Documentation.* **Select this option if you have submitted a claim that you know will require supportive documents.**

Benefits to you as the provider:

- Allows you to submit claim appeals/disputes on-line
- Upload documents in response to a Request for Information, and medical records – avoiding having to deal with postal delays
- Proactively upload claim related documents for quicker review of claims
- Reduce paper output and cost of stamps for provider responses to Requests for Information (RFI)
- Reduce amount of time it takes for Kaiser Permanente to receive appeals/disputes, Request for Information, and claim related documentation

At this time, you cannot track the status of their appeals/disputes, or Requests for Information submissions via Online Affiliate. We are looking to include submission status as a future enhancement of Online Affiliate tool.

For additional information on features and functionality please see the attached tip sheet.

If you already registered for Online Affiliate access, you may use this feature today by signing on with the following link:

CO: <https://extsso.kp.org/kpssso-ap/signIn.html>

If you do not have access to Online Affiliate, please contact your regional representative at:
1-866-866-3951